

ATTACHMENT 1
FEDERAL AVIATION ADMINISTRATION
AVIATION SYSTEMS STANDARDS

SUPPORT SERVICES

PERFORMANCE WORK
STATEMENT

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Revision 3

PERFORMANCE WORK STATEMENT
AVIATION SYSTEM STANDARDS
SUPPORT SERVICES

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1.0 Background

This effort requires a contractor to provide Support Services to assist Aviation System Standards in meeting mission requirements that are critical to the mission of aviation safety. The support services are required to assist in ensuring the adequacy and accuracy of air navigation facilities, development and standardization of flight procedures, providing maintenance and engineering for the flight inspection aircraft fleet, and related support functions.

Flight inspection ensures the integrity of instrument approaches and airway procedures that constitute our National Airspace System infrastructure and the FAA's international and Department of Defense commitments. We accomplish this through the airborne inspection of all space and ground-based instrument flight procedures and the validation of electronic signals in space that are transmitted from approximately 13,500 various navigation systems. Airborne inspection of navigational aids is a two-part operation, requiring the skills of highly trained flight crews. The Flight Inspection Operations Group has five teams and six field offices. The teams are located in Oklahoma City at the Mike Monroney Aeronautical Center (MMAC) and are made up of the following:

- Program Support Team
- Flight Operations Team
- Flight Inspection Policy Team
- Flight Safety and Standardization Team
- Flight Inspection Central Operations Team

The six field offices are located in:

- Anchorage, AK
- Atlanta, GA
- Atlantic City, NJ
- Battle Creek, MI
- Oklahoma City, OK
- Sacramento, CA

The Program Support Team advises and assists the Manager, Flight Inspection Operations Office, and other management personnel on management systems, processes, and procedures designed to assure the effectiveness and efficiency of program operations and use of resources. The Program Support Team also Provides financial analysis support. The Flight Operations Team establishes and administers flight crewmember training. AVN Flight Inspection Policy Team establishes National policy, procedures, and standards for conducting flight inspection. The Flight Safety and Standardization Team manages the Flight Inspection Operations Flight Safety Program. The Flight Inspection Central Operations (FICO) Team provides centralized scheduling, coordination, flight planning, and flight following for flight inspection activities for the CONUS.

Aviation System Standards (AVN) operates and maintains a fleet of 31 uniquely equipped aircraft in accordance with Federal Aviation Regulation (FAR) Part 135. Flight Inspection operations are conducted both domestically and internationally. They provide in-flight evaluation of both civil and military navigational aids in support of the National Airspace System (NAS). Aircraft Maintenance and Engineering provides maintenance support for the flight inspection aircraft fleet. The AVN aircraft fleet is maintained to the high standards of a Continuous Airworthiness Maintenance Program (CAMP), which is also required and used by the civil air carrier industry.

In addition to the aircraft maintenance support requirements of the Flight Inspection Program, Aircraft Maintenance and Engineering provides aircraft and flight equipment maintenance and modification services to other US and foreign government aircraft flight programs/operators as an FAA approved FAR Part 145 Certificated Repair Station (CRS). AVN also has the additional capability to perform aircraft major alteration/modification as an FAA authorized Designated Alteration Station (DAS), and aircraft major repair by

authorization of Special Federal Aviation Regulation (SFAR) 36. All services provided by Aircraft Maintenance and Engineering are accomplished in accordance with the policies, procedures, and guidelines required of similar civil and commercial sector activities.

2.0 Acronyms

AMS Acquisition Management System
COTR Contracting Officer's Technical Representative
FAA Federal Aviation Administration
GFE Government Furnished Equipment
RSA Remote Site Adjustment
SOW Statement of Work
TM Task Manager
TPWS Task Performance Work Statement

3.0 Scope

The scope of these services will require technical analysis, business services and program support by contract personnel to assist in meeting the objectives of Aviation System Standards Flight Inspection and Aircraft Maintenance & Engineering offices. The services will be requested by task and funded by Delivery Order. Tasked requirements may be required for a level of effort during a specific period, or define completion dates for delivery of an identifiable end product. The following functions are provided to indicate the general type of support services, which may be required under this contract:

- (a) Development, revision, coordination, and issuance of guidance, policies or procedures consistent with national policies and FAA/AVN goals and objectives.
- (b) Development, implementation, program support and operation of systems, procedures, processes or functions designed to facilitate effective and efficient management and performance of programs.
- (c) Implementation and maintenance of office automation systems and related activities.
- (d) Conducting studies, evaluations, reviews, and analyses.
- (e) Assist in the development of standards and criteria governing the operational use of air navigation facilities.
- (f) Program support maintenance, modification, and associated operation or engineering of AVN aircraft, avionics, and related equipment or programs not covered under other contracts.
- (g) Technical support for AVN programs, functions, and operations

The contractor shall provide qualified employees to meet fluctuating tasked requests to fulfill short lead-time or emergency requirements. The assigned staff shall meet the qualification requirements defined herein to include knowledge of the current "state of the art" technology. The Contractor may also be required to interface with system integration contractors, equipment manufacturers airport personnel, other government contractors, and various FAA and US Government organizations, when performing tasks ordered by the FAA.

NOTE: FAA personnel shall in no way be involved directly in the processes of hiring, selecting, work assignment, work related awards, disciplinary actions, approval of work schedules/absences, labor management issues, career planning or compensation for any individual working or with potential to work under this PWS. Any suspected or actual incident of FAA personnel being involved in these processes shall be reported to the Contracting Officer. FAA personnel are not authorized to participate in interviews or screening of resumes for the purpose of selecting personnel to work under this PWS.

3.1 Place of Performance

Most tasks requested will be performed at the Mike Monroney Aeronautical Center (MMAC), 6500 South MacArthur Boulevard, Oklahoma City, Oklahoma, although one task will require performance at Sacramento, CA. The specific place of performance will be identified on each TPWS

3.2 Period of Performance

Services are required for a period of one year, and additional support may be acquired annually if exercised by contract options. The contractor shall not be required to work on holidays nor on days observed in lieu of the holiday (except in emergency situations). In addition, performance shall not be required for any other /daytime designated by Federal Statue, Executive Order, or Presidential Proclamation. The following is a list of U.S. Federal Holidays:

(a) January 1	New Year's Day
(b) Third Monday in January	Martin Luther King Day
(c) Third Monday in February	President's Day
(d) Last Monday in May	Memorial Day
(e) July 4	Independence Day
(f) First Monday in September	Labor Day
(g) Second Monday in October	Columbus Day
(h) November 11	Veteran's Day
(i) Fourth Thursday in November	Thanksgiving Day
(j) December 25	Christmas Day

Adverse weather conditions or national emergencies may require the Center or local FAA site to close.

3.3 Time of Performance

Normal work hours for performance shall be during the core hours of 0600 to 1800 local Standard Time, Monday through Friday, excluding legal Federal holidays at the local facility site. FAA requires a 30-minute minimum meal break for six hours or more work. Some TPWS(s) requirements may require part-time support (less than 8 hours per day), or performance outside the normally prescribed work hours (alternate shift) or overtime as required and approved by the CO in advance to meet the FAA's mission.

4.0 Government Furnished Property and Services

The Government will provide, without cost to the contractor, the facilities, equipment, and materials defined below. The Government furnished property provided under this contract shall only be used by the contractor and its employees in performance of the contract and TPWS(s). General use of office equipment (telephone, computer, copy machine, etc.) will be available to contractor personnel, as needed, to perform work defined in individual TPWS(s). The Government will not furnish hand tools, safety shoes, safety glasses, ergonomic keyboards, or ergonomic chairs.

(a) Facilities. The Government will provide facilities at the MMAC or other government leased/owned facilities, which may be at remote locations. Facilities will normally include utilities; communication connection; and support and maintenance services as required. When government facilities are not available, the contractor may be required to provide facilities for TPWS performance.

(b) Materials. The Government will provide the contractor access to all referenced regulations, orders, handbooks, forms, changes, etc., required for TPWS performance.

(c) Expendable supplies. The Government will provide expendable supplies required for TPWS performance, (office supplies, paper, etc.).

(d) Adequate facilities will also be provided for Project Management functions. Should the government be unable to continue to provide adequate facilities for the project management, office space will be requested and negotiated by the CO for incorporation into the Contract.

(e) Furnishings. The Government will furnish a suitable working environment, e.g., desk, chair, file cabinet, etc. as required for TPWS performance and the Project Management function.

(f) The Government will furnish the following equipment and associated fees/services to assist with the Project Management function: two cell phones including all service costs, telephones including all service costs, internet access, and FAX machine.

(g) The Government will not provide expendable supplies for the Project Management function.

5.0 Contractor Furnished Property

Facilities/Equipment/Supplies. FAA reserves the right to request performance of services at the Contractor's facility. This may occur if space is unavailable for onsite contract performance at the MMAC, or other government locations where work is required. A request will be issued and negotiations will be conducted for any request for a change of location.

6.0 General Performance Requirements

The contractor shall identify the project manager and alternate project manager who will have full authority to act for the contractor in all day-to-day matters relating to the contract, PWS and TPWS performance. The project manager shall serve as the initial point of contact for administrative and technical matters pertaining to the contract and individual TPWS(s). The Contract Project manager shall respond to all task requests. The response to task request shall identify qualified personnel, both in number and qualification to perform work described herein, and milestones to meet the deliveries and performance requested.

The Project Manager shall efficiently and effectively manage the performance under this contract to ensure all the necessary technical, business and program planning; organizing; managing; coordinating, and tracking (e.g. cost, schedule, deliverables), performance management, risk management, component procurement. The Project Manager shall keep FAA AVN informed of any potential problems and make recommendations for solutions. The Project Manager shall serve as the initial point of contact for administrative and technical matters pertaining to the contract and individual TPWS(s). Any proposed changes to these individuals must be identified in advance to the CO for verification of qualifications.

(a) The project manager or alternate shall be available during the core hours of 0730 to 1600, Local Standard Time.

(b) The project manager shall ensure that assignments of personnel and that all employees are functioning within their designated labor categories and at acceptable levels of performance. The delivery of tasks ordered, and required reporting shall be completed in a timely manner and delivered on schedule.

(c) The project manager shall ensure performance and deliverables comply with all applicable Federal State and local laws, regulations, and code.

6.1 Management, Transition, Administration, Status Meetings and Reports

a) The Contractor shall perform all related contract management, administrative, transition services necessary for successful performance of the PWS and tasks ordered. The services under this contract are vital to the Government must be continued without interruption. Performance of this contract includes exercising effort and cooperation to effect orderly and efficient transition by Phase In or Phase Out tasks, Supervision, Quality Control, and Administration.

b) In the Phase In: The Contract services must as a minimum conduct the following:

1. Identify personnel assignment and procedures necessary to perform assigned tasks.

2. Identify performance goals for each event in the transition.
3. Identify and conduct training and orientation activities not provided by the Government.
4. Identify facility resources and equipment.
5. Identify and plan for other training and actions necessary to ensure quality control.
6. Identify and initiate other FAA guidance

c) Phase Out: At the conclusion of any performance period, including option periods or extensions, the services provided under this contract may revert to an in-house Government operation or may be awarded to another contractor. The contractor shall be required to assist in transition activities as identified by COTR.

d) The contract Project Manager and CO or COTR shall meet via regularly scheduled quarterly meetings to discuss the milestone status and performance completion. Problems and deficiencies should be identified and resolution proposed. Written minutes of each meeting shall be maintained by the Contractor and submitted within five calendar days. Any error identified by the COTR shall be identified to the Contractor in writing within seven calendar days from receipt of the meeting minutes. Corrections shall be accomplished by the Project Manager and coordinated with the COTR within three days. (Ref. CDRL A0004 Status Meeting reporting instructions). The Project manager, or alternate, shall accommodate unanticipated needs for conferences with the COTR to discuss current or proposed tasks, or attend FAA/AVN meetings at MMAC, with as little as two hours notification. The contractor shall possess the capability to provide qualified employees to meet fluctuations in workload requirements and to fulfill short lead-time or emergency requirements.

e) All reports are defined as contract deliverables are defined by CDRLS (see attachments to the contract). The Contractor shall deliver each report no later than the fifth working day of the month following the reporting period. The Contractor shall coordinate with the CO or COTR on all reports, letters, memoranda, project documentation, minutes of meetings, monthly reports, telephone conversation reports, trip reports and other written material. The contractor shall assure an electronic communications with FAA personnel will be required. Any document that is requested as part of the task performance work statement shall be coordinated through the COTR or designee prior to distribution. Further, all documents that will be distributed outside the FAA shall be reviewed for sensitive and/or classified information in accordance with the Form DD 254 issued under this contract prior to any distribution of draft or final versions of this document.

6.2 Travel

The Contractor may be required to travel to sites identified in the task order. All travel shall be authorized in advance by the FAA Contracting Officer and billed in accordance with Federal Travel Regulation and provisions of the contract. (ref. CDRL 0003 Travel Authorization Form for documentation instructions). The Contractor is responsible for the management and administration of travel arrangements for all contract personnel.

6.3 Subcontract/Material Requirements

Any government requirements for services or material purchases will be identified in the TPWS and billed in accordance with contract provisions.

6.4 Support Tasks Requiring Time Outside of Shift

Task requirements may require performance outside of the normal business hours. The shift requirements are defined below:

(a) Premium Time Directed by the Government. Premium time may be required as directed by the CO/COTR. Premium time must be authorized in advance by the CO/COTR only when necessary to meet work requirements

exceeding a 40 hour work week. Response times for emergency callbacks will be specified in TPWS(s) if required. Premium time will be paid at the premium rate specified in Section "B" of the contract.

(b) Premium Time Requested by the Contractor. In the event the contractor deems premium time is necessary to satisfy TPWS requirements, the contractor shall submit a request to the COTR/CO. The request shall define and justify the requirement for premium time. The COTR, prior to performance, shall authorize requests for premium time. Premium time worked will be paid at the rate specified in Section "B" of the contract.

(c) Night Pay Differential. Contract employees may be paid a night differential for any regularly scheduled work performed between 0600 and 1800. Regularly scheduled work for the purpose of night differential pay is work that is scheduled in advance of an administrative workweek. Night Pay differential will be paid at the rate specified in Section "B" of the contract.

(d) Sunday Pay. Contract employees may be paid a Sunday differential for any non-overtime work performed during their regularly scheduled shift when any part of the scheduled shift falls within the period commencing at midnight Saturday and ending at midnight Sunday. Sunday pay will be paid at the rate specified in Section "B" of the contract.

6.5 Policy, Regulatory, or Technical Document Review

The contractor may have a need to conduct review of FAA documentation to perform tasks. Any task requiring review of FAA documentation or reports will be conducted to provide written comments on the technical accuracy and completeness of each document. The results of the review shall be provided in writing as a deliverable.

All documents requested shall be prepared on the behalf of the FAA. The FAA shall retain all rights to such data, documents, and shall not be independently published or distributed without prior written permission from the FAA. No documents, reports, information, etc. may be released to the public or provided to any party other than the FAA and it's contractors with Security Sensitive information and classification review in accordance with the Form DD-254 and written approval of the FAA.

6.6 Quality Control

The Contractor shall identify and maintain a quality control system to ensure the Government receives quality services as specified in the contract. The Project Manager shall ensure that his/her employees observe and comply with all FAA/AVN policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, identification, security, traffic, parking, gratuities, conduct and limited access areas. Some tasks that are performed by certified staff may require that employees submit to testing for prohibited drugs.

Mutual agreement shall be accomplished prior to receiving FAA authorization to proceed. The CO or designee shall authorize all tasks ordered, and coordinate with the Contractor Project Manager. The Project Manager shall ensure that all task order performance and delivery schedules are met, provide sufficient on-site oversight and supervision to ensure all employees are functioning within their designated labor categories and at acceptable levels of performance, and are performing their designated assignments in a timely manner and that all reporting requirements are met. The Government reserves the right to direct the contractor to remove any contract employee who is not compliant with FAA Security Policy.

7.0 Labor Types and Qualification Requirements

The following labor categories may be required in the performance of tasks described herein. The contract personnel assigned to the tasks shall meet or exceed the qualifications described below:

- a) **Materials Handler/Parts Expediter:** At least two (2) years experience performing logistical support activities such as preparing material requisitions, receiving material, accomplishing inventories and

issuing material. Must have a valid vehicle operator's license. Must be familiar with computer operations and on-line requisitioning procedures. An ability to use aircraft manufacturer's part manuals is required. A basic understanding of the overall operation of the FAA Logistics Center is desired.

- b) **Junior Program Analyst.** Serves as an analyst in the evaluation of systems, programs, operations, functions, or organizations and/or their effectiveness, productivity, efficiency, or strategies. Requires knowledge of specific management principles and processes, and analytical/evaluative methods and techniques. Assists in planning, research, preparation and presentation of studies, analyses, evaluations, reviews, reports briefings, audits, etc. Requires a minimum of three (3) years experience performing analyses, studies and support as defined in the TPWS.
- c) **Journeyman Program Analyst.** Serves as an analyst, or journeyman technician in the evaluation of systems, programs, operations, functions, or organizations and/or their effectiveness, productivity, efficiency, or strategies. Requires knowledge of management principles and processes, and analytical/evaluative methods and techniques for assessing program development or execution. May require planning, research, preparation and presentation of studies, analyses, evaluations, reviews, reports briefings, audits, etc. Requires a minimum of five (5) years experience performing analyses, studies and operations/management support as defined in the TPWS.
- d) **Senior Program Analyst:** Serves as an analyst, adviser, or technical expert in the evaluation of systems, programs, operations, functions, or organizations and/or their effectiveness, productivity, efficiency, or strategies. Requires in-depth knowledge of specific management principles and processes, and analytical/evaluative methods and techniques for assessing program development or execution. May require planning, research, preparation and presentation of studies, analyses, evaluations, reviews, reports briefings, audits, etc. Requires a minimum of eight (8) years experience performing analyses, studies and operations/management support as defined in the TPWS. Duties may include supervision of other contract employees as directed by contractor.
- e) **Dispatch Operations Specialist:** Requires a basic knowledge of the aviation industry, aircraft dispatching, and the laws, regulations, and policies affecting the scheduling, dispatching, and tracking of aircraft. Shall possess a valid FAA Flight Dispatching Certificate in order to exercise the duties of an aircraft dispatcher. Responsibilities include scheduling, dispatching, coordinating, tracking of aircraft; and performing associated operational communications. May require assignment to a rotating shift covering 24 hours per day, 7 days per week.
- f) **Journeyman Flight Inspection Operations Officer:** Requires a working knowledge of the aviation industry, aircraft dispatching, and the laws, regulations, and policies affecting the scheduling, dispatching, and tracking of aircraft. Shall possess a valid FAA Flight Dispatching Certificate in order to exercise the duties of an aircraft dispatcher. Responsibilities include scheduling, dispatching, coordinating, tracking of aircraft; and performing associated operational communications. May require assignment to a rotating shift covering 24 hours per day, 7 days per week.
- g) **Senior Flight Inspection Operations Officer:** Requires a broad knowledge of the aviation industry, aircraft dispatching, and the laws, regulations, and policies affecting the scheduling, dispatching, and tracking of aircraft. Shall possess a valid FAA Flight Dispatching Certificate in order to exercise the duties of an aircraft dispatcher. Responsibilities include scheduling, dispatching, coordinating, tracking of aircraft; and performing associated operational communications. May require assignment to a rotating shift covering 24 hours per day, 7 days per week. Duties may include supervision of other contract employees as directed by contractor.
- h) **Engineer:** Provides professional level support in any of a broad range of engineering areas such as aerospace, electrical/electronic, mechanical, systems or logistics engineering. Provides expertise in

planning, studies, research, development, design, testing, evaluation, production, fabrication, operation, and maintenance of aircraft, integrally associated equipment, and related parts. Specialty areas include, but are not limited to, avionics, structures, airframes, power plants, logistics, quality control, reliability, maintainability, testing, managing and monitoring engineering operations, etc. Requires a minimum of five (5) years experience performing professional engineering services directly related to tasks defined in the TPWS.

- i) **Senior Engineer.** Provides professional level support in any of a broad range of engineering areas such as aerospace, electrical/electronic, mechanical, systems or logistics engineering. Provides expertise in planning, studies, research, development, design, testing, evaluation, production, fabrication, operation, and maintenance of aircraft, integrally associated equipment, and related parts. Specialty areas include, but are not limited to, avionics, structures, airframes, power plants, logistics, quality control, reliability, maintainability, testing, managing and monitoring engineering operations, etc. May serve as a task leader or project manager for support tasks/projects, or work independently on small-specialized projects. Requires a minimum of eight (8) years experience performing professional engineering services directly related to tasks defined in the TPWS.
- j) **Junior Functional Specialist:** Provides an identifiable level of technical expertise in the performance of complex, high level professional services in specific designated functional, operational, or organizational areas defined in the TPWS. Conducts studies, analyses, research; provides professional and consulting services; prepares reports and makes recommendations. Assists in the preparation and delivery of reports, briefings, and other presentations. Assists in conducting analyses, preparing feasibility studies; provides technical advice and performs conference reviews, audits, and evaluations. Conducts technical and functional research and presents findings. May work as a member of a task or project team. Requires a minimum of three (3) years experience performing work directly related to task(s) defined in the TPWS.
- k) **Journeyman Functional Specialist:** A technical expert in their professional field with unique capabilities or a combined level of expertise in the performance of complex, high level professional services in specific designated functional, operational, or organizational areas as defined in the TPWS. Conducts studies, analyses, research; provides professional and consulting services; prepares reports, strategies and recommendations; prepares and delivers reports, briefings, and other presentations. Conducts analyses, prepares feasibility studies; provides technical advice; performs conference reviews, audits, and evaluations. May be required to serve as a task leader on highly complex time-sensitive, and important tasks. May work independently on an assigned project/task. Requires a minimum of five (5) years experience performing work directly related to task(s) defined in the TPWS.
- l) **Senior Functional Specialist:** Considered the highest level technical expert in their professional field of expertise, with special and unique capabilities for performing and/or integrating very complex, high level professional services in several functional, operational or organizational areas as defined in the TPWS. Designs or conducts studies, analyses, research; provides professional and consulting services; and prepares presentations and recommendations. Prepares and delivers reports, briefings, and other presentations. Conducts analyses, prepares feasibility studies and strategies; provides technical advice; performs conformance reviews, audits, and evaluations. May be required to serve as a project or task leader on highly complex, time-sensitive, and important tasks. May work independently on assigned project/task. Requires a minimum of ten (10) years experience performing work directly related to task(s) defined in the TPWS.
- m) **Project Manager and Alternate Project Manager:** Provides professional level of expertise/support in administering the contract in having a broad range of skills that encompass at least the minimum understanding/knowledge of all labor categories listed above. Shall have experience/skills and an in-depth knowledge of FAA standards and references used throughout

this PWS in support of AVN-200/300 FAA's flight program support and FAA's aircraft maintenance systems and procedures currently in place. Provide supervision of contractors for day-to-day work monitoring, track billable hours, leave, etc. and follow all contract requirements. Both require a minimum of 4-year college degree or at least 8-year's experience on-the-job managing similar services/contracts of scope and size or type requirements.

8.0 Task Assignments

The requirements identified by task may be ordered in accordance with the established pricing arrangement and provisions defined in the contract. For any task requiring a contract employee to be located outside Oklahoma, a remote site adjustment will be made based on contract terms and conditions. The TPWS may describe tasks of the following types.

(a) Level of Effort TPWS's will usually be employed when the nature of the task(s) is only generally understood as objectives, flexibility is desired in the approach, a deliverable end product(s) is difficult to define and the period of performance is defined by fiscal year or parts thereof.

(b) Completion TPWS's will usually be employed when the task(s) to be performed is clearly defined and identifies milestones or completion dates and an identifiable end product.

The Contractor Project Manager shall respond to TPWS with proposed assignment of employees who possess skills, education, and/or experience commensurate with requirements defined in the Labor Categories and Definitions and subsequent TPWS(s). Labor categories are defined in general terms, and individual TPWS(s) may define performance requirements in more specific detail (see section 5 of each TPWS). The contractor will be required to provide qualified contract employees within 10 working days after TPWS(s) are issued by the CO or vacancies occur on on-going TPWS(s). This work statement requires that the personnel assignments for engineering, technical, analytical, and program support meet the level of expertise defined in this document, experience, and demonstrated performance to deliver the highest level of quality support services.

8.1 Task Order Deliverables

The contractor shall furnish deliverables as specified and agreed upon in Delivery Order. The contractor may be required to provide the COTR with interim or in-work draft copies of document deliverables. The contractor shall provide interim or in-work copies in a format/style defined by the Delivery Order. The Government shall have ten working days, unless otherwise stipulated in the TPWS, to review and comment on draft deliverables. The contractor shall have five working days in which to finalize draft that have been government-approved for delivery. Any documents requested as deliverables shall be submitted to the CO, in final form according to the established delivery schedule in the Delivery Order. Payment for services is subject to AVN review and acceptance of the performance ordered, delivery of reports, and proper invoicing by the Contractor.

Final deliverables shall be provided as follows unless otherwise defined in the Delivery Order

- (a) Original document suitable as a camera-ready copy.
- (b) Document hard copies as requested.
- (c) Electronic media copy prepared on designated software.

9.0 Quality Assurance

The FAA will monitor the contractor's performance under this contract. When unsatisfactory performance is identified the CO, COTR, or TM will request a meeting with the Project Manager to discuss corrective action(s).

Individual TPWS' may define performance requirements such as standards and/or acceptable quality levels; or include performance yardsticks such as production or completion per hour, percent of accuracy, or timeliness deliverables. TPWS' may define the method(s), which the Government will use in performing quality assurance to evaluate the contractor's performance in meeting TPWS requirements. The absence of performance

requirements in any TPWS shall not limit the rights or remedies of the Government under any other provision of the contract.

The government may use a variety of inspection methods to evaluate TPWS performance. The contractor will be informed of the method(s) to be used and if the method of inspection will change. The methods of surveillance which may be used are: random sampling of recurring output(s); one hundred percent (100%) inspection of output items on a periodic basis (daily, weekly, monthly, quarterly, semiannually, or annually) as determined necessary.

When performance is unacceptable, the Government will document the discrepancy and may recommend corrective action. The contractor shall determine why performance was unacceptable, how performance shall be returned to acceptable levels, and how recurrence shall be prevented. When deliveries are determined to be unacceptable, the Government shall return the submittal for corrective action. FAA remedies for unsatisfactory performance will be governed by contract provisions (reference AMS 3.10.4.20).

10.0 FAA Training

At the Government's option, training that is unique to the FAA may be provided to specific contractor personnel assigned to the task order. Training that is identified by the FAA will be provided at no cost to the contractor.